



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/578,723

Examiner : W. J. DEANE Jr.

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S  
GOALS AND BEHAVIORS WITHIN A CUSTOMER SERVICE  
CENTER ENVIRONMENT

**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
U.S. Patent and Trademark Office  
220 20th Street S.  
Customer Window, Mail Stop \_\_\_\_\_  
Crystal Plaza Two, Lobby, Room 1B03  
Arlington, VA 22202

Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56 and §§1.97-1.98 and supplemental to the Information Disclosure Statements that were filed on March 30, 2004, March 15, 2004, August 20, 2001, and April 13, 2001, Applicants hereby call to the Examiner's attention the following documents:

U.S. Patent Application Publication No. 2001/14863 to WILLIAMS III, which was published on August 16, 2001;

U.S. Patent Application Publication No. 2002/0055868 to DUSEVIC et al., which was published on May 9, 2002;

U.S. Patent Application Publication No. 2002/0196277 to BUSHEY et al., which was published on December 26, 2002;

U.S. Patent Application Publication No. 2003/0156133 to MARTIN et al., which was published on August 21, 2003;

U.S. Patent Application Publication No. 2004/0032935 to MILLS et al., which was published on February 19, 2004;

U.S. Patent Application Publication No. 2004/0042592 to KNOTT et al., which was published on March 4, 2004;

U.S. Patent Application Publication No. 2004/0006473 to MILLS et al., which was published on January 8, 2004;

U.S. Patent No. 4,930,077 to FAN, which issued on May 29, 1990;

U.S. Patent No. 5,181,259 to RORVIG, which issued on January 19, 1993;

U.S. Patent No. 5,371,673 to FAN, which issued on December 6, 1994;

U.S. Patent No. 5,633,909 to FITCH, which issued on May 27, 1997;

U.S. Patent No. 5,671,351 to WILD et al., which issued on September 23, 1997;

U.S. Patent No. 5,822,397 to NEWMAN, which issued on October 13, 1998;

U.S. Patent No. 5,835,565 to SMITH et al., which issued on November 10, 1998;

U.S. Patent No. 5,872,865 to NORMILE et al., which issued on February 16, 1999;

U.S. Patent No. 5,873,068 to BEAUMONT et al., which issued on February 16, 1999;

U.S. Patent No. 5,905,774 to TATCHELL et al., which issued on May 18, 1999;

U.S. Patent No. 5,963,965 to VOGEL, which issued on October 5, 1999;

U.S. Patent No. 6,026,381 to BARTON III et al., which issued on February 15, 2000;

U.S. Patent No. 6,032,129 to GREEF et al., which issued on February 29, 2000;  
U.S. Patent No. 6,035,283 to ROFRANO, which issued on March 7, 2000;  
U.S. Patent No. 6,038,560 to WICAL, which issued on March 14, 2000;  
U.S. Patent No. 6,058,435 to SASSIN et al., which issued on May 2, 2000;  
U.S. Patent No. 6,160,877 to TATCHELL et al., which issued on December 12,  
2000;  
U.S. Patent No. 6,219,665 to SHIOMI, which issued on April 17, 2001;  
U.S. Patent No. 6,230,197 to BECK et al., which issued on May 8, 2001;  
U.S. Patent No. 6,243,375 to SPEICHER, which issued on June 5, 2001;  
U.S. Patent No. 6,249,579 to BUSHNELL, which issued on June 19, 2001;  
U.S. Patent No. 6,278,976 to KOCHIAN, which issued on August 21, 2001;  
U.S. Patent No. 6,289,084 to BUSHNELL, which issued on September 11, 2001;  
U.S. Patent No. 6,292,909 to HARE, which issued on September 18, 2001;  
U.S. Patent No. 6,296,376 to KONDO et al., which issued on October 2, 2001;  
U.S. Patent No. 6,308,172 to AGRAWAL et al., which issued on October 23,  
2001;  
U.S. Patent No. 6,336,109 to HOWARD, which issued on January 1, 2002;  
U.S. Patent No. 6,353,825 to PONTE, which issued on March 5, 2002;  
U.S. Patent No. 6,357,017 to BEREITER et al., which issued on March 12, 2002;  
U.S. Patent No. 6,366,879 to COXHEAD et al., which issued on April 2, 2002;  
U.S. Patent No. 6,374,260 to HOFFERT et al., which issued on April 16, 2002;  
U.S. Patent No. 6,400,807 to HEWITT et al., which issued on June 4, 2002;  
U.S. Patent No. 6,405,149 to TSAI et al., which issued on June 11, 2002;

U.S. Patent No. 6,405,170 to PHILLIPS et al., which issued on June 11, 2002;  
U.S. Patent No. 6,434,714 to LEWIS et al., which issued on August 13, 2002;  
U.S. Patent No. 6,516,051 to SANDERS, which issued on February 4, 2003; and  
U.S. Patent No. 6,598,022 to YUSCHIK, which issued on July 22, 2003.

Applicants also bring the following documents which were cited in an Office Action that issued in U.S. Patent Application No. 09/578,904:

U.S. Patent No. 6,236,395 to SEZAN et al., which issued on May 22, 2001;  
U.S. Patent No. 6,587,127 to LEEKE et al., which issued on July 1, 2003;  
U.S. Patent No. 6,128,624 to PAPIERNIAK et al., which issued on October 3, 2000;  
U.S. Patent Application Publication No. 2001/0014868 to HERZ et al., which was published on August 16, 2001; and  
U.S. Patent No. 6,338,050 to CONKLIN et al., which issued on January 8, 2002.

Applicants respectfully request that the Examiner consider the above material and cite the same. Copies of the above-noted documents are attached hereto and all of the documents are listed on the attached PTO-1449 Form. The Examiner is requested to initial the appropriate spaces on the attached Form and to return a copy of the completed Form to Applicants with the next official communication in the present application.

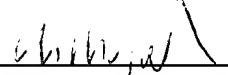
Applicants note that since this Supplemental Information Disclosure Statement is being submitted subsequent to the issuance of an Office Action on the merits, Applicants have included herewith a check in the amount of \$180.00 to cover the fee set forth in 37 C.F.R. § 1.17 (p). However, the Commissioner is hereby authorized to charge payment

of any necessary additional fees associated with this communication or credit any overpayment to Deposit Account No. 19-0089.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

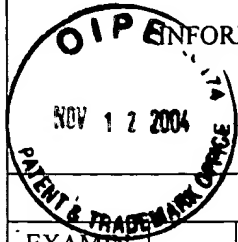
Respectfully Submitted,  
Robert R. BUSHEY et al.

Reg. No. 40,089

  
\_\_\_\_\_  
Bruce H. Bernstein  
Reg. No. 29,027

November 12, 2004  
GREENBLUM & BERNSTEIN, P.L.C.  
1950 Roland Clarke Place  
Reston, VA 20191  
(703) 716-1191

FORM PTO-1449

U.S. Department of Commerce  
Patent and Trademark OfficeAtty. Docket No.  
P19115Application No.  
09/578,723
**INFORMATION DISCLOSURE STATEMENT  
BY APPLICANT**  
(Use several sheets if necessary)
Applicant  
Robert R. BUSHEY et alFiling Date  
May 26, 2000Group  
2642**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER							DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	2001	/		1	4	8	6	3	08/16/01	WILLIAMS III			
	2002	0	0	5	5	8	6	8	05/09/02	DUSEVIC et al.			
	2002	0	1	9	6	2	7	7	12/26/02	BUSHEY et al.			
	2003	0	1	5	6	1	3	3	08/21/03	MARTIN et al.			
	2004	0	0	3	2	9	3	5	02/19/04	MILLS et al.			
	2004	0	0	4	2	5	9	2	03/04/04	KNOTT et al.			
	2004	0	0	0	6	4	7	3	01/08/04	MILLS et al.			
		4	9	3	0	0	7	7	05/29/90	FAN			
		5	1	8	1	2	5	9	01/19/93	RORVIG			
		5	3	7	1	6	7	3	12/06/94	FAN			
		5	6	3	3	9	0	9	05/27/97	FITCH			
		5	6	7	1	3	5	1	09/23/97	WILD et al.			
		5	8	2	2	3	9	7	10/13/98	NEWMAN			
		5	8	3	5	5	6	5	11/10/98	SMITH et al.			
		5	8	7	2	8	6	5	02/16/99	NORMILE et al.			
		5	8	7	3	0	6	8	02/16/99	BEAUMONT et al.			
		5	9	0	5	7	7	4	05/18/99	TATCHELL et al.			
		5	9	6	3	9	6	5	10/05/99	VOGEL			
		6	0	2	6	3	8	1	02/15/00	BARTON III et al.			
		6	0	3	2	1	2	9	02/29/00	GREEF et al.			
		6	0	3	5	2	8	3	03/07/00	ROFRANO			
		6	0	3	8	5	6	0	03/14/00	WICAL			
		6	0	5	8	4	3	5	05/02/00	SASSIN et al.			
		6	1	6	0	8	7	7	12/12/00	TATCHELL et al.			

**FOREIGN PATENT DOCUMENTS**

		DOCUMENT NUMBER							DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO	

**OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

EXAMINER

DATE CONSIDERED

\*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449

U.S. Department of Commerce  
Patent and Trademark OfficeAtty. Docket No.  
P19115Application No.  
09/578,723INFORMATION DISCLOSURE STATEMENT  
BY APPLICANT

(Use several sheets if necessary)

Applicant  
Robert R. BUSHEY et alFiling Date  
May 26, 2000Group  
2642

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	6 2 1 9 6 6 5	04/17/01	SHIOMI			
	6 2 3 0 1 9 7	05/08/01	BECK et al.			
	6 2 4 3 3 7 5	06/05/01	SPEICHER			
	6 2 4 9 5 7 9	06/19/01	BUSHNELL			
	6 2 7 8 9 7 6	08/21/01	KOCKHAN			
	6 2 8 9 0 8 4	09/11/01	BUSHNELL			
	6 2 9 2 9 0 9	09/18/01	HARE			
	6 2 9 6 3 7 6	10/02/01	KONDO et al.			
	6 3 0 8 1 7 2	10/23/01	AGRAWAL et al.			
	6 3 3 6 1 0 9	01/01/02	HOWARD			
	6 3 5 3 8 2 5	03/05/02	PONTE			
	6 3 5 7 0 1 7	03/12/02	BEREITER et al.			
	6 3 6 6 8 7 9	04/02/02	COXHEAD et al.			
	6 3 7 4 2 6 0	04/16/02	HOFFERT et al.			
	6 4 0 0 8 0 7	06/04/02	HEWITT et al.			
	6 4 0 5 1 4 9	06/11/02	TSAI et al.			
	6 4 0 5 1 7 0	06/11/02	PHILLIPS et al.			
	6 4 3 4 7 1 4	08/13/02	LEWIS et al.			
	6 5 1 6 0 5 1	02/04/03	SANDERS			
	6 5 9 8 0 2 2	07/22/03	YUSCHIK			
	6 2 3 6 3 9 5	05/22/01	SEZAN et al.			
	6 5 8 7 1 2 7	07/01/03	LEEKE et al.			
	6 1 2 8 6 2 4	10/03/00	PAPIERNIAK et al.			
2001	0 0 1 4 8 6 8	08/16/01	HERZ et al.			
	6 3 3 8 0 5 0	01/08/02	CONKLIN et al.			

## FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER	DATE CONSIDERED

\*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

# **Notice of References Cited**

Application/Control No.

09/578,904

Applicant(s)/Patent Under  
Reexamination  
BUSHEY ET AL.

Examiner

X L Bautista

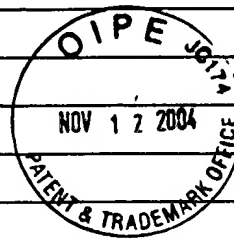
Art Unit

2179

Page 1 of 1

## **U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-6,236,395 B1	05-2001	Sezan et al.	345/723
	B	US-6,587,127 B1	07-2003	Leeke et al.	345/765
	C	US-6,128,624	10-2000	Papierniak et al.	707/104.1
	D	US-2001/0014868 A1	08-2001	HERZ et al.	705/14
	E	US-6,338,050 B1	01-2002	Conklin et al.	705/80
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			



## **FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

## **NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	
	V	
	W	
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.